



Annual Report 2017-18



Live an Independent Life

About us

You First Telecare provides a high quality monitoring and emergency response service 24hrs a day, 365 days a year for people with a variety of needs.

With a range of assistive technology available, we are able to tailor our support to the individual.

Our service helps people live independently in their homes, with the reassurance of knowing that assistance is available at the touch of a button. The service operates as part of Housing Worx, a wholly owned trading subsidiary of Stafford and Rural Homes.

Our team of call advisors assist people in a caring way and as quickly as possible, giving our customers, carers and family members peace of mind and helping health care professionals deliver services effectively.

You First Telecare provides support for those who are:

- Frail or elderly and at risk of failing;
- Living alone and needing reassurance or reminders;
- Experiencing or recovering from a short-term illness;
- Returning home from hospital;
- Living with a long-term or chronic condition such as dementia, respiratory illness, epilepsy, heart disease, diabetes, arthritis, cancer, stroke, multiple sclerosis



Certified Organisation

You First Telecare supports more than 8,200 customers and works with service commissioners in different localities, always striving for the highest standard of service. In November 2017 You First Telecare achieved platinum accreditation with the TSA (the voice of enabled care) for the fifth consecutive year.

This report will share our 2017-18 achievements, our growth and plans for the future.

We are always looking for innovative ways to help customers remain independent in their homes, including new technological solutions to fit specific needs.

- Provides support at the touch of a button 24 hours a day, 365 days of the year
- Supports 17 Independent Living schemes, with pendant alarms and smoke detectors within each property, for Stafford and Rural Homes
- Has been awarded platinum accreditation by the industry body, TSA, for the last 5 years
- Supports people who need help to stay independent in their own homes, regardless of their age
- Is abreast of the changing assistive technology market, so matches appropriate equipment to individual need

Our Customers say...

One Customer wanted to relay his thanks to the lifeline team for the prompt and professional way they handled his call 2 weeks ago when he needed an ambulance following a stroke. - 18/04/2017

A daughter of one of our customers called in to pass on her sincere thanks for the good service the Control Centre provided to her mother via the Lifeline Service. - 19/04/2017

"The service is brilliant. It works really, really well and is reassuring for both Mum and us." - 21/02/2018

"Thank you very much for your services. They worked extremely well when used by my father and everyone involved in your company has been helpful and professional." - 26/03.2018

Case Study

Mrs C, aged 92, single and living in her own property was initially diagnosed with the early stages of dementia.

Our team installed a lifeline alarm, 2 smoke detectors and a heat detector to help keep Mrs C safe at home and able to retain her independence. This provided enough reassurance and support for Mrs C and her family that she continued to live independently for the next two years.

At the beginning of Summer 2017, concerns were raised by the family that Mrs C seemed to be wandering around her house during the night or sleeping at the kitchen table. Residential care was seen as the next step to keep Mrs C safe.

You First Telecare had started to work with and install Canary systems. The Canary system provides a proactive means to monitor someone's movements, in real time, within their property and to build a picture of their habits. Canary also monitors light and temperature within the home.

Once installed, the Canary system was able to evidence Mrs C wasn't wandering around her home during the night, nor sleeping at the kitchen table. Canary proved Mrs C was staying in bed at night until the care staff arrived the following morning. Canary also showed Mrs C was using the bathroom regularly and that the home was appropriately heated.

This evidence was enough to convince and reassure the family that Mrs C was capable of remaining in her own home for longer, which they knew was where she would want to be, so residential care was not the only option available to her.

You First Installation and Maintenance service

The You First Telecare service has four fully trained Telecare Service Coordinators who install the equipment for all customers.

The Coordinators visit customers at home, with family or friends present if wanted, and provide a demonstration of how to use the equipment. This ensures that customers are happy with the service before the Coordinator then installs the equipment.

Follow up visits and calls are made to ensure our customers are happy with the equipment and to resolve any issues in operating it.



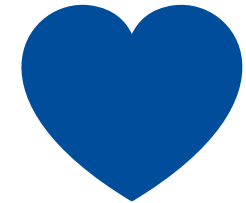
196,172

Number of Telecare calls answered



98.6%

Calls answered within 60 seconds



6,312

Elderly and vulnerable customers supported by You First Telecare



Meet Katie

You First Telecare Coordinator

“I’ve been with You First for 7 years and it’s a pleasure to get up every morning to go to work.

I meet amazing people every day and believe that I am enabling them to live independently by installing our equipment.

It’s a wonderful team to work in and I get so much satisfaction by helping others to stay in their homes.

The feedback we receive reflects this. I can honestly say that I love my job”.

You First Equipment

The You First Telecare service offers a variety of equipment to customers beyond the basic pendant alarm.

Our Telecare Coordinators suggest the most suitable solution for the needs of the individual in discussion with the customer and those who care for them, if appropriate.

It is important that each customer is happy with the equipment provided, so that they feel confident enough to use it effectively.

Telecare Coordinators are aware of other services which may help support individual customers and will offer support and give advice on these as needed.

Telecare Installation

98%

were happy with the quality of the service we provide

98%

thought the Telecare Co-ordinator who visited them was helpful

89%

were satisfied with the speed we dealt with the referral for the lifeline

98%

of customers believe the service is value for money

In 2017-2018, our Telecare team...



Installed **367** lifelines



Completed **394** plans for new customers



Completed **394** follow up visits within two weeks of equipment installation



Undertook **2003** battery checks of equipment installed in customers' homes.



Katie Morton, Chris Pugh and Melanie Wedgwood

You First Customer Call Advisors

Our fully trained team of Customer Call Advisors are always at the end of the phone to provide support, whether immediate action is needed or just reassurance given. They are only a push of a button away!

Monitoring Service



95%

say the Customer Call Advisor they spoke to was helpful



94%

were satisfied with the speed we answered their alarm call



89%

of customers believe the service is good value for money



85%

were satisfied with the quality of the service we provide

Source: You First Telecare



Meet Joe

You First Customer Call Advisor

For Joe Newman, joining the team gave him a new career direction after a hip problem forced him to give up a career in the motor industry.

“Now I’ve had an insight into what’s involved in the care sector this has gradually taken over my long-term career plans”

You Said, We Did

You First Telecare is constantly looking for ways to improve the service and customer feedback is an essential and valued part of this. Comments from our customers inform what we do and we use feedback to implement improvements and shape the service going forward.

This year, our Telecare team have been attending various events to promote You First Telecare more widely and to increase our knowledge and understanding of the growing telecare market to enhance the service we offer to our customers.

The County Show

At this year's Staffordshire County Show, we talked to people visiting our stand, which was a great way to explain the benefits of assistive technology. We look forward to being there again next year.



Tech Severn

In July, our Telecare Team were at the Tech Severn 2018 Conference in Shrewsbury. The Tech Severn 2018 Conference and Exhibition attracted influential speakers from across the globe to discuss how technology may help solve many of the challenges faced by councils and businesses providing care and support across the UK. This was a major event attended by key providers from the telecare sector as well as some organisations looking to move into the market with innovative ideas, such as Amazon. There were interesting presentations and discussions about technological developments, which were highly beneficial to the You First Telecare team who returned enthused with ideas.

You said

Remove abbreviations and acronyms and help provide customers with explanations where appropriate.

We did

We removed the abbreviations and acronyms and if this wasn't possible have explained why.

You said

Ensure referral packs contain information about the roaming card.

We did

We revised the customer handbook to include the range of equipment we provide, including the SIM based Lifeline (which is the "roaming card") and associated charges.

You said

Contact information on leaflets could be more prominent.

We did

The You First branding has recently been refreshed and our contact information is now more prominent on promotional materials.

Our achievements in 2017-2018 and our priorities for 2018-2019

Achievements 2017-18



Retained TSA Platinum accreditation



Received excellent customer satisfaction feedback that has shaped the service we provide



Introduced new equipment options to suit the needs and requirements of our customers, including updated Lifelines, new pendants and the very latest in GPS technology



Introduced CareClip, a wearable, mobile device enabling the user to easily access help when away from their home

Priorities 2018-19



Achieve a successful TSA Quality Standard Framework Audit



In line with our Growth Strategy, reach new customers with varying needs and increase income by £20,000.



Embrace digital technologies and social media to reach a wider audience and ensure every contact counts.



Maintain strong customer satisfaction for our monitoring and installation services



Create a Customer Reference Group to help provide first hand feedback and direct input about products and services

TSA Targets	Target	Achievement 2017/18
<p>Life Critical Alarm calls answered within 60 seconds. The percentage of all calls to the Customer Call Team from customers who potentially need assistance.</p>	98.5%	98.60%
<p>Basic Telecare Installed within 2 working days. The percentage of customers who have had a Lifeline Unit and pendant installed in their home by a Telecare Co-ordinator within 2 working days.</p>	90%	100%
<p>Basic Telecare Installed within 15 working days of first contact. The percentage of customers who have had a Lifeline Unit and pendant installed in their home by a Telecare Co-ordinator within 15 working days.</p>	90%	100%
<p>Enhanced Telecare Installed within 15 working days from assessment. The percentage of customers who have had the basic telecare equipment installed, plus additional sensors such as smoke detectors, bed sensors and falls detectors within a further 7 working days.</p>	90%	100%
<p>Enhanced Telecare re-evaluation within 8 weeks of installation. The percentage of customers who have received a follow up visit or phone call to check the Telecare equipment was appropriate for them within 2 weeks of installation.</p>	100%	100%
<p>Completed battery checks The percentage of customers who have received a visit from a Telecare Co-ordinator to complete an annual check on the equipment's battery back-up. These visits are dependent upon customer availability making it difficult to achieve the target sometimes.</p>	100%	93.5%

Accreditation changes

Quality standards are important in all industries, more so when the services and products being provided directly affect the lives of individuals.

The Quality Standards Framework (QSF) has been developed as an independent audit and certification programme for the Technology Enabled Care industry. It offers Technology Enabled Care (TEC) service providers and suppliers a way of demonstrating safety & quality and provides commissioners with much needed assurance in an otherwise unregulated industry. The QSF replaces the former accreditation system and there will no longer be grading within the accreditation standard. The QSF is fresh and thought-provoking and it supports the development and continuous improvement of TEC organisations. TEC Quality's aim is to ensure that 'quality and safety' are at the centre of everything within the TEC sector.

One of the biggest changes, as a result of moving away from our Platinum Accreditation to the QSF, is the removal of our previous call handling target, which was to answer 98.5% of life critical calls within 60 seconds. This has been replaced with a reduced target of 97.5% of life critical calls to be answered within 60 seconds, with the emphasis on providing a quality service throughout rather than a focus on call response time.

Safeguarding

Stafford and Rural Homes (SARH) work with a wide range of vulnerable customers throughout our services; staff could, from time to time, become aware of, or be suspicious of a situation where abuse of a vulnerable person may be taking place. SARH staff are required to report all cases of suspected abuse.

The Safeguarding Adults Policy and Procedure defines our organisational approach to safeguarding and sets out clear expectations of the role staff take in protecting vulnerable adults. There is an equivalent policy and procedure for safeguarding children and young people.



Information sharing and data protection

Stafford and Rural Homes (SARH) complies with its legal obligations under the Data Protection Act (2018) and the General Data Protection Regulation (GDPR) (which is part of the UK data protection regime, together with the Data Protection Act 2018) by keeping your personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

If you require any further information regarding how we safeguard our customers, please see our website www.sarh.co.uk or contact us on 0800 111 4554.



Contact us

You First Telecare is keen to hear from you with any feedback and we are happy to answer any questions or queries you may have about assistive technology and how it can help you or somebody you care for. If you want to get in touch, please do so in one of the following ways:

Email: control.centre@sarh.co.uk

Website: <https://www.sarh.co.uk/helping-you-live-independently/telecare>

Tel: **0800 111 4554**

(This number is for general enquiries and is a Freephone number. All calls to this number are recorded for training and monitoring purposes)

Stafford and Rural Homes,
The Rurals, 1 Parker Court,
Staffordshire Technology Park,
Beaconside, Stafford
ST18 0WP

Office opening hours: **8:30am-17:00pm Monday-Friday**

Telecare service available 24 hours a day, 365 days a year, through the alarm system or by calling **0800 111 4554**

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